Job Title: Court Supervisor

Department: Municipal Court

Immediate

Supervisor: Court Administrator

Origination Date:	07/01/2004
Revision Date:	07/01/2012
Job Grade	809
FLSA Status	Non-exempt

BRIEF DESCRIPTION OF THE JOB:

Supervises and assists support staff to ensure the efficient and effective operation of the Municipal Court. Responsible for a broad scope of work requiring a significant degree of independent judgment; complex problem solving skills; and broad professional knowledge and experience in a trial court environment.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Plans, organizes, controls, integrates, schedules, and evaluates the work of assigned staff; implements and monitors work plans to achieve goals and objectives; develops, recommends and monitors performance improvement and development; subject to management concurrence, conducts performance appraisals, counseling, mentoring, and disciplinary action to address performance deficiencies in accordance with policy and administrative guidelines; processes leave requests; assists personnel with daily assignments. Serves as Acting Court Administrator in the absence of the incumbent.
2	L	Ensures that case files are properly created, processed, archived and secured; ensures that case processing operations are accomplished pursuant to the law, the Arizona Rules of Court, and other applicable standards; identifies opportunities to improve the efficiency and effectiveness of court operations; assists in the development of policies and procedures. Maintains search warrants and court order records.
3	L	Ensures that financial operations related to the receipting and allocation of fines, fees, and restitution is accomplished in accordance with the Minimum Accounting Standards published by the Arizona Supreme Court; prepares requisitions; procures and monitors office supplies; assists in the preparation of the annual budget.
4	L	Ensures that all court customers receive high levels of customer service; resolves complex customer service issues and complaints; coordinates with auditors, law enforcement personnel, telecommunications personnel, prosecutors, court appointed defense, jail personnel, and other direct court customers; provides coverage and assists support staff in their duties during periods of increased activity or staffing shortages due to leave, illness, breaks, etc.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	Must be bondable.
Reading	Work requires the ability to read and understand legal and law related documents filed with the court, statutes, ordinances, forms, and correspondence received by the court.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, fractions, trends, word problems, and statistical and financial analysis.
Writing	Work requires the ability to write reports, complete checklists, performance evaluations, requisitions, and correspondence.
Managerial	Semi-Complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Policy/Decision Making	Moderate - The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Projects and daily work are managed with little oversight, however special assignments and significant work products may be reviewed upon completion. Typical positions in this category are supervisory, highly technical, or lower level professional jobs.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities.
Interpersonal / Human Relations Skills	High - Interactions are typically concerned with providing communications that may involve evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, and work quality.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	 ☑ Making presentations ☑ Observing work site ☑ Observing work duties ☑ Communicating with co-workers 	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	☒ File drawers☒ Equipment☒ Tables and chairs☐ Hoses
Fine Dexterity	□ N □ R □ O ⊠F □ C	☑ Computer keyboard☑ Telephone keypad☐ Calculator☐ Calibrating equipment	Climbing	□ N ⊠ R □ O □ F □ C	☐ Stairs ☐ Ladders ☑ Step stools ☑ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☒ To other departments/offices☒ Around work site	Vision	□ N □ R □ O □ F ☑ C	 ☒ Reading ☒ Computer screen ☐ Driving ☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☑ Supplies☑ Equipment☑ Files	Foot Controls	⊠ N □ R □ O □ F □ C	☐ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⋈ R □ O □ F □ C	☐ On ladders ☐ On equipment ☑ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings □ Driving	Bending	□ N □ R ⊠ O □ F □ C	 ☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☒ Making repairs
Reaching	□ N □ R ⊠ O □ F □ C	☒ For supplies☒ For files	Crouching	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork☑ Monies	Hearing	□ N □ R □ O ⊠ F □ C	⊠ Communicating via telephone/radio, to co-workers/public □ Listening to equipment
Kneeling	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☑ From computer to telephone☐ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R ⊠ O □ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)	•		

-	g equipment, r			board (
rtroom recordin vd player, video oftware: rt automated sy	g equipment, r			board (
rtroom recordin vd player, video oftware: rt automated sy	g equipment, r			board (
rt automated sy				evices, o			
rt automated sy							
ord, Excel, and		Laserfiche sca	nning applicat	ion, Na	viline finance	applic	ation, Lotus
ons	Never	Seasonally					Daily
om outside	X						
	X						
rt)	×						
	×						
aggressive		X					
ıs:							
N = Never Never occurs	Less than	1 1/3 c	or more of	Fron	n 1/3 to 2/3	2/3	Constantly or more of he time
	X						
	X						
	art automated sylvord, Excel, and ons ons on outside art) aggressive N = Never Never Occurs □ □ □ □ □ □ □ □ □	Intrautomated system, scanner, Vord, Excel, and Powerpoint). In Signature of the system of the syst	retrautomated system, scanner, Laserfiche scandord, Excel, and Powerpoint). Ons	Intrautomated system, scanner, Laserfiche scanning applicate ford, Excel, and Powerpoint). In Section 1	Int automated system, scanner, Laserfiche scanning application, National Jord, Excel, and Powerpoint). Int Never Seasonally Several Times Per Month March March March March March March March March March March March March Int March March March March March Never Less than 1	Art automated system, scanner, Laserfiche scanning application, Naviline finance ford, Excel, and Powerpoint). Never	rt automated system, scanner, Laserfiche scanning application, Naviline finance applic ford, Excel, and Powerpoint). Never

Job Demands

Overall Strength Demands:

	Overall Strength Demands
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
⊠Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
□ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations			\boxtimes	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work		×		
Noisy/Distracting Environment			×	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.